

**Washington  
Military  
Department**



**Emergency  
Management  
Division**

**Effective Date: July 1, 2011**

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## **E911 TRAINING POLICY**

**Cancels all previous E911 Training Policies**

**See Also:**

WAC 118-66

E911 Auxiliary Generator Support Policy

E911 Call Detail Recorder/Printer Support Policy

E911 Clock Synchronizer Support Policy

E911 Computer Aided Dispatch (CAD) Policy

E911 Coordinator Forum Attendance Policy

E911 County Contracts Policy

E911 County Regionalization Contract Policy

E911 Customer Premise Equipment (CPE) Support Policy

E911 Logging/Voice Recorder support Policy

E911 PSAP Mapping Support Policy

E911 Salaries and Benefits Policy

E911 Uninterruptible Power Supply (UPS) Support Policy

E911 Washington State Patrol Policy

### **TRAINING**

This policy applies to counties and Washington State Patrol (WSP) that have entered into a contract with the State E911 Office.

#### **1. Reimbursements**

- a. Expenses related to a training event will be claimed for reimbursement in whole after the event and all expenses have been paid. Registration for training is the only expense that is eligible for reimbursement prior to the event. Travel and training expenses must be submitted for reimbursement within 60 days of the actual event.
- b. The State Office may request additional documentation to support training reimbursement request(s).

#### **2. Statewide Services (Coordinator Professional Development) Section of Contracts**

- a. Statewide services benefit all counties/WSP. The following training is part of the Coordinator Professional Development series reimbursed through county/WSP contracts:
  - I. Coordinator Forums – Line Item CPD1
    - See E911 Coordinator Forum Attendance Policy.
  - II. State E911 Office Supported Training for 911 Coordinators – Line Item CPD1
    - Mid-Year Review and Application workshops
    - Telecommunicator Emergency Response Taskforce (TERT) courses and
    - Financial Management system (SAS FM) training

III. National Conference/Training – Line Item **CPD2**

- Capped at **\$3,000** (per fiscal year) and can be used for the 911 Coordinator to claim reimbursement for attending a national 911 related conferences and/or training.
- If the 911 Coordinator is unable to attend and wants to send a Designee, PSAP/E911 Office employee, on their behalf, they must request prior approval from the E911 State Office.

IV. Public Education –Line Item **CPD3**

- Capped at **\$5,000** (per fiscal year) and can be used for purchasing of supplies, promotional items, booth fees as well as salaries/benefits and/or training for the 911 Public Education Coordinator and/or primary PSAP/E911 Office employees that assist with public education efforts.
- Training must be directly related to public education and pre-approved by State E911 Office. Only the 911 Public Education Coordinator is eligible to use these funds for training. Backfill is not eligible under this line item.

V. 911 Salaries/Benefits and Training – Line Item **CPD4**

- Capped at \$13,500 (per fiscal year) and can be used for salaries/benefits and/or training for the following positions: MSAG Coordinator, GIS/Mapping Administrator, and/or Information Technology (IT) Coordinator. Backfill is not eligible under this line item.
- Regionalization Contracts, only the Host County is eligible for IT Coordinator salary/benefits and training.

VI. 911 Call Receiver Training - Line Item **CPD5**

- Funds are calculated at \$500 (per fiscal year) per full time call receiver and shall not exceed a total of 30 call receivers (or \$15,000) per county.
- These training funds are to be used for call receiver classes/courses that support the roles and functions of the call receiver. Classes/courses may be internal or external.
- These training funds may also be used for new hire call receiver salary but cannot exceed \$2,000 per new hire. This is the only time regular/straight salary can be claimed under call receiver training.
- Backfill and overtime expense are eligible under this line item while in training status. Straight or regular time is not eligible under this line item with the exception of new hire salary.
- Regionalization Contracts, only the Host County is eligible for this line item.

VII. Eligible expenses include: airfare, registration fee, luggage fee, parking, lodging, meals, rental vehicles, fuel, and travel costs for mileage (personally-owned vehicles or agency vehicles that employee and/or PSAP is charged a fee to use).

VIII. Eligible training is limited to courses/conferences that support roles and functions of the attendee. Substitute or alternate Designee must be pre approved by state office prior to incurring expenses.

### **3. Operations Section of County Contracts**

- a. Counties are reimbursed for the following training under the Operations Section of the county contract:

I. **911 Coordinator Training – Line Item B3**

- Capped at \$3,000 (per fiscal year) and can be used for courses/conferences that will support the roles and functions of the 911 Coordinator.
- Substitution of the 911 Coordinator may be eligible, if approved by the State Office prior to incurring expenses.
- Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

II. **MSAG/Mapping/GIS Coordinator Training – Line Item B4**

- Capped at \$5,000 (per fiscal year) and can be used for courses/conferences that support the roles and functions of the MSAG Coordinator and/or Mapping/GIS Administrator.
- Eligible expense include: registration fees, on-line training, actual travel costs for mileage, air fare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

III. **Information Technology Coordinator Training – Line Item B5**

- Capped at \$10,000 (per fiscal year) and must be pre-approved by the state office. Funds can be used for courses and classes that directly link to the support and maintenance of WAC eligible E911 equipment within the PSAP.
- Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.
- Regionalization Contracts, only the Host County is eligible for this line item.
- Equipment maintenance funds may also be used for training and should be claimed under each specific equipment maintenance line item. Funding shall not exceed the capped 10% maintenance per line item (per fiscal year).
- Internal employee(s) may use equipment maintenance funds for courses and classes that are directly linked to the support and maintenance of WAC eligible E911 equipment.
- Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.
- Regionalization Contracts, only the Host County is eligible for equipment/maintenance line items.

IV. 911 Call Receiver Training – Line Item B6

- For the purpose of this policy, Call Receiving is defined as documented time for a person, sitting at a console, hired, trained and prepared to answer 911 calls.
- Funding is not to exceed a pooled amount calculated at \$1,500 (per fiscal year) per filled full time call receiver position.
- Call receivers who spend less than 50 percent of their time answering 911 calls, part-time call receivers and vacant positions will not be included in calculating pooled costs.
- Call receivers who spend less than 50 percent of their time answering 911 calls and part-time call receivers are authorized to use the pooled call receiver training funds, but are limited to call receiver training that supports the roles and functions of the call receiver.
- Regionalized Contracts, only the Host County is eligible for this line item.
- These training funds may also be used for new hire call receiver salary but cannot exceed \$2,000 per new hire. This is the only time regular/straight salary can be claimed under call receiver training.
- Eligible training is limited to courses that support call receiver roles and functions.
- Backfill and overtime expense are eligible under this line item while in training status. Straight or regular time is not eligible except for new hire salary.
- Eligible expenses include: registration fees, on-line training, pay differential for CTO while conducting training, actual travel costs for mileage (personally-owned vehicle or agency vehicle that employee and/or PSAP is charged a fee to use), airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.


4. Operations Section of Washington State Patrol Contract

- a. Washington State Patrol (WSP) is reimbursed for the following training under the Operations Section of the WSP contract:
  - I. Equipment maintenance funds may also be used for training and should be claimed under each specific equipment maintenance line item. Funding shall not exceed the capped 10% maintenance per line item (per fiscal year).
  - II. Internal employee(s) may use equipment maintenance funds for courses and classes that are directly linked to the support and maintenance of WAC eligible E911 equipment.
  - III. Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

**5. Ineligible Costs For Training Reimbursement under CPD and Operational Sections**

- a. Back fill, overtime, and/or regular salary/benefits for 911 Coordinators, Public Education Coordinator, Training Coordinators, IT Coordinators and/or MSAG/Mapping Administrators, regular salary/benefits for Call Receivers (with the exception of new hire training salary). Publication subscription, and locally-mandated training that does not directly support the roles and functions of the above positions.

**Approved by:**

 6 MAY 2011  
Kurt Hardin, Acting State E911 Administrator